In the Claims

Claims pending

- At time of the Action: Claims 37-41 and 72-82

- After this Response: Claims 37-41 and 72-82

Canceled or Withdrawn claims: None

Amended claims: Claims 37, 39, 72, 73, 78

New claims: None

37.   (Currently Amended) A method comprising:

receiving a query;

mapping the query ~~to~~ from a query space to a question space to identify

associated frequently asked questions, <u>the mapping comprises</u>:

<u>analyzing a log database to determine relevance of previously stored</u>

<u>frequently asked questions to the query; and</u>

<u>ascertaining from the previously stored frequently asked questions</u>

<u>the associated frequently asked questions based on the determined</u>

<u>relevance;</u>

mapping the <u>associated frequently asked</u> questions from the question space

to a template space to identify associated templates;

mapping the templates from the template space to an answer space to

identify associated answers; and

returning the answers in response to the query.

38.   (Previously Presented) A method as recited in claim 37, wherein the mapping from the query space to the question space comprises:

parsing the query to identify at least one associated concept; and

correlating the concept to one or more frequently asked questions.

39.   (Currently Amended) A method as recited in claim 37, wherein the mapping from the question space to the template space comprises cross-indexing from a first table containing question identifications to a second table containing ~~templates~~ template identifications.

40.   (Previously Presented) A method as recited in claim 39, wherein the mapping from the template space to the answer space comprises cross-indexing from the second table to a third table containing answer identifications.

41.   (Previously Presented) A method as recited in claim 37, further comprising:

presenting the answers to a user for confirmation as to which of the answers represent the user's intentions in the query;

analyzing the query and the answers confirmed by the user; and

modifying the answers that are returned in response to the query based on information gleaned from the analyzing.

72.   (Currently Amended) A method of parsing a search query, comprising:

segmenting the search query into individual character strings;

producing a parse tree from at least one parsable character string of the search query; and

generating at least one keyword based at least on one non-parsable character string of the search query,

wherein the parse tree and the keyword are used to return answers to the search query.

73.   (Currently Amended) The method of claim 72, further comprising: conducting keyword searching using the at least once one keyword.

74.   (Previously Presented) The method of claim 72, wherein the parse tree represents a collection of concepts related to the search query.

75.   (Previously Presented) The method of claim 74, further comprising matching the parsed concepts to a list of frequently asked questions.

76.   (Previously Presented) The method of claim 75, further comprising:

identifying at least one answer associated with the list of frequently asked questions that match the parsed concepts and keywords; and

presenting the at least one answer to a user in a user interface that permits a user to select a desired answer from the one or more answers.

77.   (Previously Presented) The method of claim 76, further comprising:

logging the search query and at least one answer selected by the user in a log database; and

analyzing the log database to derive at least one weighting factor indicating how relevant the frequently asked questions are to the parsed concepts and keywords.

78.   (Currently Amended) A parser for a search engine, comprising:

a segmentation module that segments a search query into one or more individual character strings;

a natural language parser module that produces a parse tree from one or more parsable character strings of the search query, and

a keyword ~~searcher~~ module to identify one or more keywords in the search query and to output the keyword.

wherein the parse tree and the one or more keyword are used to return answers to the search query.

79. (Previously Presented) The parser of claim 78, wherein the parse tree represents a collection of concepts related to the search query.

80. (Previously Presented) The parser of claim 78, further comprising a search module that matches the parsed concepts to a list of frequently asked questions.

81. (Previously Presented) The parser of claim 80, wherein the search module:

identifies at least one answer associated with the list of frequently asked questions that match the parsed concepts and keywords; and

presents the at least one answer to a user in a user interface that permits a user to select a desired answer from the one or more answers.

82. (Previously Presented) The parser of claim 81, wherein the search module:

logs the search query and at least one answer selected by the user in a log database; and

analyzes the log database to derive at least one weighting factor indicating how relevant the frequently asked questions are to the parsed concepts and keywords.